

FORMS REQUIRED FOR SUBMITTING YOUR HOUSEHOLD GOODS CLAIM

1. **DD FORM 1840/1840R**: YOU MUST SUBMIT THIS FORM FULLY COMPLETED (very explicit description of items and damage) with all damages and missing items noted on the back of the form within 70 days of delivery to the Claims Office. Failure to do so may result in deduction of carrier liability from the final amount allowed on your claim. This would be 100% deduction for the specific items omitted from DD Form 1840/1840R. You need NOT repeat items noted on the front at the time of delivery.
2. **ORDERS AND ALL AMENDMENTS**, under which the shipment was made. Where nontemporary storage (permanent over 180 days) is involved, a copy of the order that placed your goods in storage, as well as those removing the goods for delivery to you, is required. A COPY OF A POWER ATTORNEY (IS REQUIRED) IF THE CLAIM (DD FORM 1842) IS SIGNED BY THE PROPER CLAIMANT'S AGENT (i.e. dependent, wife, etc.)
3. **U.S. GOVERNMENT BILL OF LADING**, issued to you by the Transportation Officer at the origin of shipment. (Please turn in copy if you have it)
4. **PICKUP INVENTORY**: Provided by the carrier at the time you released your goods for shipment.
5. **WAREHOUSE RECEIPT**: When nontemporary storage is involved. If lost or destroyed, the delivering carrier may be able to provide you with a copy.
6. **STATEMENT OF MISSING ITEMS FOR HHG CLAIMS**: Required when items are missing from a delivered carton.
7. **VEHICLE INSPECTION FORMS** - This form should be furnished for damages to an automobile as a result of overseas shipment. Please furnish both the form provided when you turned in the vehicle and the one provided when you picked up the vehicle.
8. **ANY OTHER SHIPPING DOCUMENTS OR INVENTORIES**: You may have received other shipping documents concerning your shipment (i.e. Application for Shipment and/or Storage or Personal Property (DD Form 1299), (Carrier's Way Bill); (DD Form 619, and DD Form 619-1).
9. **DD Form 1842/DD Form 1844**, issued to you by the Claims Office for completion.
10. **INSURANCE COVERAGE**: The new Army policy regarding insurance coverage no longer requires a claimant with applicable insurance coverage to first file their claim with the insurer for any loss or damage that may have occurred during shipment or storage of household goods, unaccompanied baggage, POVs, mobile homes, and boats. The claimant has the option of filing such claims with their private insurance company if they want to do so or directly with the Army. Whether or not a claimant has insurance coverage must still be noted in Block 10 of DD Form 1842. If claimants do not elect to file with the insurance company, they can write in the bottom of the block, "I elect not to file with private insurance." On all other types of claims, such as those for loss or damage due to theft, vandalism, unusual occurrence, or losses in quarters, claimants are still required to file the claim first against their private insurance policy. For further information regarding this new policy, please refer to the attachment included in this packet.

11. **DOCUMENTATION TO SUPPORT THE AMOUNT CLAIMED:** If amount claimed on the Schedule of Property (DD Form 1844) is in EXCESS of \$100.00 for an item, such amount claimed MUST be substantiated in writing. Remember complete documentation is not required to file a claim within the two-year statute of limitations. Documentation is required for a accurately process your claim.

DAMAGED ITEMS. You must have either:

(a) **Estimate of Repair.**

(1). An estimate of repair is always needed if the amount claimed, is in excess of \$100.00. An estimate may also be needed on an item for lesser amounts if deemed necessary by the Claims Office. Usually, only one estimate is required.

(2) Estimates should be obtained from local AAFES facilities or local economy firms. The estimate must describe the item, the damage, the cause thereof, repair needed and cost of materials and labor. If you are required to pay an estimate fee, the receipt MUST be submitted with your claim for consideration. Only fees for estimates considered necessary to substantiate the amount claimed for damaged property will be considered for payment, provided the action of the claimant in contracting for the estimates appears reasonable under the circumstances or was specifically directed by the approval or settlement authority. If considered necessary, you may be asked to obtain a second estimate.

(3) **Electronics.** If the damage claimed is internal (mechanical) in nature and there is no exterior damage to the item, the repair bill must state, in the opinion of the repair firm, that the damage was caused by transit and the repairs to be made must be itemized. Please obtain specific claim forms from this office.

(4) The Claims Office will furnish names of furniture repair firms. All estimates must be itemized. A recommendation of a particular firm cannot be made. The list is provided for your convenience.

(5) **POV'S.** If filing your claim with this office, only one estimate of repairs is required. The Claims Office may conduct an inspection of your vehicle. If it is determined that a second estimate is necessary, you will be asked to obtain a 2nd estimate. At the time of pickup, the contractor can settle small claims, under \$1000, on the spot. If you are dissatisfied with any settlement offered, do not accept any payment or sign any release. You may then contact this office for assistance.

(6) The Claims Office WILL accept ONLY estimates for damages that were incurred as a result of shipment involved in the instant claim. Such estimates should reflect the particular damage involved and the specific amount to repair each item. If you desire to have damages, which were pre-existing, repaired at the same time, a separate repair estimate should be made for that portion of the damage. (If the pick-up inventory reflects PRE-EXISTING DAMAGE to any item, an appropriate amount will be deducted for any PRE-EXISTING DAMAGE.)

(b) **Paid Bill of Repair.**

(c) **Agreement on the Cost of Repair with a Claims Officer.** For small repairs, less than \$100, which you feel do not warrant a written estimate, discuss the item with the claims examiner so an agreed fair and reasonable amount may be determined.

(d) **Statement that Items are not Economically Repairable.** If an item cannot

be economically repaired, a repairman must state this fact in writing. A replacement cost must be obtained, if over \$100.

MISSING ITEMS. Proof of ownership and value of the items must be substantiated.

(a) **Substantiation of Ownership.** You must substantiate that you owned any missing items. Such evidence may include an inventory, receipts, bills, prior appraisals, itemized finance statements, photographs, owner's manuals, and warranties. Failure to prove that you owned an item may result in non-payment. Also, failure to prove that you owned an expensive model of a particular item will result in payment for an average model.

(b) **Substantiation of Replacement Cost.** Replacement costs for comparable items must be submitted if over \$100.00. Such evidence may include the original bill of sale, a signed and dated statement from the PX manager (include make, model, description and price), an original or copy of catalog page showing the item (include name and date of catalog), and letter from a company to which you wrote requesting replacement cost or Internet downloads.

(c) **Missing Items Statement.** If you have missing items, you must submit a statement indicating that such missing items were owned and used by you prior to the move but were not delivered at destination by the carrier; that after the goods were packed at origin you checked all the rooms in your home to ensure that nothing was left behind; and that all items were packed and removed by the carrier. If the item is listed on the inventory and noted as missing on DD Form 1840, you will not need to provide this statement.

NOTE: If you desire copies of the above documents, be sure you run your copies prior to submitting your claim. All documents submitted with your claim become a permanent part of the claim file for a period of 10 years. Copies of any portion of your claim will not be made by this office. ORIGINALS MUST BE SUBMITTED WITH YOUR CLAIM.

Information contained in this paper is general in nature and does not constitute legal advice. If you have any questions regarding specific situation please contact the Fort Sam Houston Claims Office in Building 153 or at 221-1973.